

Proposal for Revising the Member-Centered Assessment and Plan Review Processes for Family Care

August 2, 2002

MetaStar, Inc. (MetaStar) is submitting a proposal to the Office of Strategic Finance's (OSF) Center for Delivery Systems Development (CDS) that entails revising several aspects of the current Family Care member-centered assessment and plan (MCP) review processes. These are 1) the frequency and scheduling of the MCP reviews, 2) sampling protocol, and 3) MCP reports. This memo contains a proposal for the first aspect, the frequency and scheduling of MCP reviews.

After initial evaluation of the Department's process for conducting MCP reviews, MetaStar is proposing revising the frequency and scheduling of the MCP reviews in order to provide a more concurrent review of MCPs that allows for rapid feedback to the Department and the CMOs. All approved changes to the MCP review process will be documented in a MetaStar Standard Operating Procedure (SOP).

Overview of Proposal:

The proposal for review frequency and schedule changes includes:

- a summary of the current process,
- a summary of the proposed revision,
- implementation plan,
- benefits of the revision, and
- a discussion on how the proposed revision will affect the Department, the CMOs, and Family Care enrollees.

Current Process:

Three groups of Family Care enrollees are reviewed. A sample of new enrollees and continuing enrollees are reviewed annually from each CMO. A sample of new enrollees that are identified as targeted high-risk are reviewed quarterly. In addition, enrollees that have been identified by the Department as being very high-risk may be added for review throughout the year. When samples are selected, the Family Care coordinator sends the list of plans for review to the CMO approximately two weeks prior to the scheduled date. This is done via electronic mail.

Proposed Revision:

MetaStar proposes reviewing new, continuing, and targeted high-risk enrollees on an ongoing, quarterly basis from each CMO. A random sample of 1.25% per quarter per CMO would be selected for review from each of the three Family Care groups. The total number of plans reviewed annually would be not less than 12%, which would meet the 1915(c) waiver requirements. All reviews for all three groups would be performed quarterly. MetaStar will also review additional records, as directed by the Department.

MetaStar will select the sample for review from the quarterly samples provided by EDS for each of the three groups. Once sample selections are made for the quarter, MetaStar will determine how many reviewers will be needed, along with the number of days that will be required for the review. This will be based on the number of reviews to be performed and the number of reviewers available. MetaStar will then contact the CMO to come to an agreement on the exact dates within the range of dates reviewers are available. A letter will then be faxed (and the original mailed) to the CMO and to the Department, which confirms the scheduled review. (*Refer to attached "Review Notification Letter."*)

Proposed Implementation Plan

Starting with the 2nd quarter, proposed review dates are listed within a week-range. (*Please see the attached "Proposed MCP Review Schedule 2002."*) According to the agreed upon schedule, MetaStar would perform Member-Centered Assessment and Plan Reviews for the three Family Care target groups (new, continuing, and targeted) for all CMOs on a quarterly basis. For the two CMOs that have annual (new and continuing) reviews still outstanding from the previous year, Portage County, scheduled for September 2002, and Milwaukee County, scheduled for August 2002, MetaStar would conduct their annual reviews according to proposed schedule changes proposed on the attachment. For the other three CMOs, MetaStar is proposing to begin this new schedule starting with the 2nd quarter reviews. This means that Department approval of schedule changes is required by August 14, 2002.

If the proposed review schedule is approved as proposed in the attachment, MetaStar would find it necessary to change the dates of the Portage County annual reviews, which is now scheduled for September 11, 2002, to August 26-30, 2002.

Benefits of the Proposed Revision:

Increasing the frequency of new and continuing reviews from annual to quarterly will provide a more concurrent review process, along with more timely feedback to the Department and the CMOs. This in turn would allow for earlier intervention if corrective action, potential health and safety concerns, and/or potential unmet needs were identified during the review process. In addition, scheduling the reviews would be more consistent from quarter to quarter, allowing for better planning for the CMO, the Department, and MetaStar.

The proposed dates incorporate a week-long date range, rather than exact dates. This would allow more flexibility in scheduling for the CMOs, the Department, and MetaStar. It also would allow for added flexibility in the number of days needed, since the exact number of plans to be reviewed is not known until the selections are made.

Discussion:

With this change, there will be a higher number of reviews completed on a quarterly basis, which will require more onsite time for reviewers; however, the annual review will no longer be scheduled. This would mean that each CMO would pull a higher number records for the quarterly review. On the other hand, they would no longer need to pull the larger number for the annual review. Family Care members would be affected by this proposed revision, in that, unmet needs and health and safety concerns would be addressed sooner.

It's not anticipated that these changes would have an impact on the scheduling of annual quality site reviews. Annual quality site reviews could continue to be scheduled annually. However, given the proposed change in scheduling of MCP reviews, consideration must be given to how MCP review data would be incorporated into the Annual Quality Site Review. With the proposed changes in the MCP review schedule, MCP review data from the previous four quarters could be reviewed prior to the annual site visit and incorporated into the annual site visit report.

Proposal for 2nd, 3rd, and 4th Quarter Member-Centered Assessment and Planning Reviews, 2002

NOTE: Beginning with the 2nd Quarter 2002, the quarterly review will consist of new enrollees, continuing enrollees, and new targeted high-risk enrollees. MetaStar will also review additional cases, as directed, by the Department.

County:	Currently Scheduled for:	Proposed Date Range:	Quarter:
Fond du Lac	August 14–15, 2002	September 3-6, 2002	2 nd
Milwaukee	August 22-23, 2002	September 23-27, 2002	2 nd
Richland	September 19, 2002	September 9-13, 2002	2 nd
Portage	October 9-10, 2002	October 7-11, 2002	2 nd
La Crosse	October 30-31, 2002	October 21-25, 2002	2 nd
Fond du Lac	November 21-22, 2002	November 18-22, 2002	3 rd
Milwaukee	December 17-18, 2002	December 16-20, 2002	3 rd
Richland	December 12-13, 2002	December 9-13, 2002	3 rd
Portage	November 14, 2002	November 11-15, 2002	3 rd
La Crosse	December 11-12, 2002	December 2-6, 2002	3 rd
Fond du Lac	TBD	February 3-7, 2003	4 th
Milwaukee	TBD	February 10-14, 2003	4 th
Richland	TBD	February 17-21, 2003	4 th
Portage	TBD	February 24-28, 2003	4 th
La Crosse	TBD	March 3-7, 2003	4 th

NOTE: The proposed dates incorporate a week-long date range, rather than exact dates. This would allow flexibility for the CMOs to have input into which days of the week would be preferable to them. It also would allow for added flexibility in the number of days needed, since the exact # of plans to be reviewed is not known until the selections are made.



MetaStar®

DATE

CMO CONTACT PERSON
CMO NAME/ADDRESS

RE: LOCATION/TYPE OF REVIEW

Dear CMO CONTACT NAME:

MetaStar, Inc. (MetaStar) is the External Quality Review Organization (EQRO) authorized by the Wisconsin Department of Health and Family Services (DHFS), to conduct external quality review activities for the Family Care program in the State of Wisconsin. We review Family Care services to evaluate and assess the timeliness, access, and quality of health and long-term care services furnished to Family Care enrollees. The review process is intended to be a collegial interaction with the goal of improving quality of care and services provided to Family Care enrollees.

This letter is to confirm that we will be performing an onsite Member-Centered Assessment and Plan Review at CMO NAME on DATE. There will be # OF REVIEWERS reviewers present during our visit. There are # OF REVIEWS TO BE DONE member plans scheduled for review; therefore, we anticipate being at your facility approximately # OF EXPECTED DAYS days. In order to complete our review, we will require the complete member files for the attached list of enrollees, along with any financial records, including claims payment statements.

We will contact you one to two days prior to the scheduled review to confirm this date and time. If you have any questions regarding the review process, please feel free to contact me at (800) 362-2320, extension 8264, or at khoffman@metastar.com.

Sincerely,

Kristine A. Hoffman, RN, BA

KH/alm

Enclosure

cc: Julie Horner, Center for Delivery Systems Development, DHFS
Hollister Chase, Center for Delivery Systems Development, DHFS
Beth Hadley, MetaStar

MEMBER-CENTERED ASSESSMENT AND PLAN REVIEWS:

CMO NAME

SCHEDULED DATE/MONTH/QUARTER

[illegible]